



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Illinois Bell Telephone Company
for quarter ending March 31, 2006

Out of Service More Than 24 Hours	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$7,108.62	\$1,470.53	\$1,915.12	\$10,494.27
B. Number of credits issued for repairs - 24 - 48 hours	2,637	743	873	4,253
C. Number of credits issued for repairs - 48 - 72 hours	354	39	59	452
D. Number of credits issued for repairs - 72 - 96 hours	47	9	9	65
E. Number of credits issued for repairs - 96 - 120 hours	14	7	3	24
F. Number of credits issued for repairs > 120 hours	7	3	6	16
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	7,922	3,622	6,136	17,680
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$12,026.53	\$17,562.18	\$9,205.71	\$38,794.00
B. Number of installations after 5 business days	254	240	242	736
C. Number of installations after 10 business days	11	7	1	19
D. Number of installations after 11 business days	21	32	7	60
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2,566	2,391	2,971	7,928
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	January	March	March	Totals
A. Total dollar amount of all customer credits paid	\$48,550.00	\$34,400.00	\$50,050.00	\$133,000.00
B. Number of customers receiving credits	951	678	993	2,622
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0

Comments